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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF:

Stuart et al.

Grp. Art. Unit: 2756

Application No: 09/366,114

Examiner: S.P. Sing

Filing Date: August 2, 1999

Date: January 21, 2003

10-97
SYSTEM AND METHOD FOR
PROVIDING A SERVICE TO
A CUSTOMER VIA A
COMMUNICATION LINK

Atty. Dkt. No: Stuart-ISAM

6/A
2-13-03
MB

I certify that this paper or fee was mailed with sufficient postage via first class mail on the 21st day of January, 2003 to the Assistant Commissioner for Patents, Washington, D.C. 20231; Name Printed : Carrie Stromming; Signature *Carrie Stromming*

RESPONSE TO FIRST OFFICE ACTION

In response to the Office Action dated October 23, 2002, please consider the following amendment and remarks.

In the claims:

Please cancel claims 26 and 37 without prejudice.

Please amend claims 1, 2, 4, 5, 7, 8, 12, 13, 16, 19, 21, 22, 24, 25, 26, 28, 29, 34, 36 and 39 to read as follows.

Sub B1
1. A method of obtaining customer feedback comprising the steps of:

AI
establishing a communication link at least partially via a telecommunications server with at least one of a plurality of live agents of a service provider that originates from a customer;

providing a service at least in part by the live agent to the customer at least in part via said communication link;

requesting the customer to provide feedback data before said communication link is terminated;

if the customer provides feedback data, then associating said feedback data with telecommunications server data that includes an identity of the live agent.

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